



COMMUNITY HEALTH WORKER JOB DESCRIPTION

DEPARTMENT: Outreach

REPORTS TO: Enabling Services Director/Office Manager

PRIMARY DUTIES RESPONSIBILITIES:

- Linking patients to needed resources such as: health care, housing, government entitlements etc.
- Provide crisis resources and link to appropriate interventions as appropriate.
- Refers patients to Navigator Services for available Insurance options and assistance with enrollment process.
- Assist with public Outreach and Community Education in various workplace and community settings, including schools and other venues.
- Provide SICHC access numbers and website
- Attend meetings with/behalf of patient as an advocate
- Provide phone, written or face to face communication and follow up to improve compliance.
- Collects and enters accurate data on all patients in outreach activities; produces accurate and timely reports as requested
- Participates in webinars, conferences and other SICHC approved trainings to improve knowledge and skills related to job needs.
- Maintain a high level of ethical conduct regarding confidentiality and professionalism.
- Ability to demonstrate competent use of EMR
- Timely completion of paperwork and documentation.
- Requires basic organization skills, typically to organize own work.
- Job duties require the ability to work independently and as part of a team
- Employee can effectively select from alternatives to situations encountered on the job.
- Employees focus is primarily on their work.
- Assist Chronic Care Manager with duties as needed.
- All other duties as assigned pertaining to job.

PROFESSIONAL AND TECHNICAL KNOWLEDGE: Possesses a basic level of written and verbal communication skills, computer skills and mathematical knowledge typically acquired through completion of a high school program. This position is recommended to have fluency in English and Spanish. This position is required to complete the Community Health Worker program within 6 months of hire and hold a current Community Health Worker Certificate.

Technical skills:

- Ability to prepare basic correspondence and simple reports in Microsoft Word.
- Ability to use Microsoft Excel and Publisher to create tables and simple displays of information.
- Ability to create, send and manage email in Office 365
- Ability to access and use the EHR program in Allscripts
- Ability to access web base applications and programs or others.

Communication Skills:

- Employee is required to effectively communicate using SICHC’s core values
- Job duties require employee to provide excellent customer service to all internal and external customers/patients.
- Employee will be required to use different methods of communication:
 - Effectively provide written communication and electronic communication
 - Be able to give verbal health presentations in different location settings and group size
 - Effectively communicate complex and/or technical information to co-workers or patients

WORK ENVIRONMENT:

- Work is performed in an office environment as well as outdoors during outreach events and may include driving to other work sites.
- May involve exposure to potential injury, including long exposure to the elements or potentially hazardous conditions.

PHYSICAL DEMANDS/WORKING CONDITIONS:

- General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible
- Requires short periods of moderate lifting
- Requires pushing or pulling objects up to twenty pounds.
- Clear speech and acute hearing are necessary for effective communication with the staff and public

Employee Signature

Date